

Paper Reference 20161K
Pearson BTEC Level 3
Nationals Extended Diploma

INFORMATION TECHNOLOGY
UNIT 14: IT SERVICE DELIVERY

(PART B)

Window for supervised period:

Monday 29 April 2019 – Friday 17 May 2019

**Supervised hours: 8 hours (plus your additional
time allowance)**

SET TASK BRIEF

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SET TASK BRIEF

Cinnamon Agricultural Services is based in Harrogate, Yorkshire, and employs 10 staff.

Cinnamon Agricultural Services sells new and used machinery and it also offers servicing and repairs for all types of agricultural machinery both on – site and on customer premises.

It also stock a range of machinery parts.

It needs an efficient IT system to store and manage the information and data requirements of the organisation.

The current system was set up in 2015.

There are six computers on – site, four in the office and two in the shop and the staff who have access to them include:

- **Manager – 1 dedicated computer**
- **Office Manager – 1 dedicated computer**
- **Administration Assistants – 2 dedicated computers**
- **Shop Manager – 1 dedicated computer**
- **Shop Assistant – 1 dedicated computer.**

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Turn over

Integrated management software is installed on each computer that includes:

- **Parts control – invoicing, purchase and sales information**
- **Workshop control – new jobs, job allocation, job history reports**
- **Job costing – raising quotations, invoices**
- **Point of sale – recording sales, payments and stock control**
- **Accounting and payroll – managing debtors, creditors, cash flow and payroll**
- **Management reporting – creating and sending reports.**

OFFICE

The Manager, Office Manager and Administration Assistants each has access to a dedicated computer and a high quality printer/fax/scanner. Shop staff access the printer to produce customer receipts.

SHOP

The Shop Manager and Shop Assistant use the two computers in the shop to order bespoke parts online directly from the supplier. They also order stock flagged up by the Integrated Management System.

Turn over

An electronic card machine is used for customers to pay for parts and/or services.

There is a CCTV camera that monitors activity in the shop.

WORKSHOP

There is a printer used to print job cards for mechanics, these are generated by office staff.

Cinnamon Agricultural Services is not a real organisation but is meant to be representative of this type of facility in the agricultural sales and servicing sector.

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CINNAMON AGRICULTURAL SERVICES	
Location	Harrogate
Number of staff – 10	Manager (1) Office Manager (1) Administration Assistants (2) Shop Manager (1) Shop Assistant (1) Mechanics (4)
Staff information	MANAGER <ul style="list-style-type: none"> • Oversees the running of the organisation • Allocates all jobs to mechanics • Manages the IT system. OFFICE MANAGER <ul style="list-style-type: none"> • Prepares invoices • Processes payroll • Manages purchase and sales ledger • Manages CCTV footage.

<p>Staff information</p>	<p>ADMINISTRATION ASSISTANTS</p> <ul style="list-style-type: none"> • Enter the purchase invoices onto the system • Carry out stock checks • Produce management reports. <p>SHOP MANAGER AND SHOP ASSISTANT</p> <ul style="list-style-type: none"> • Order stock online • Update social media sites • Manage shop sales. <p>MECHANICS</p> <ul style="list-style-type: none"> • Complete jobs and update job cards • Update stock records for any parts used • Carry out jobs on customer premises.
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Turn over

In the future Cinnamon Agricultural Services is looking to improve its systems by providing the following additional services:

- **a GPS vehicle tracking system for Cinnamon Agricultural Services' vehicles**
 - **mobile technology that will allow the manager to work remotely**
 - **mobile job management software for mechanics when visiting customers' premises.**
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